



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Poltel, LLC**  
**for quarter ending September 30, 2005**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.85	5.15	5.50	5.17
B. Operator Answer Time - Information [730.510(a)(1)]	3.56	3.51	3.45	3.51
C. Repair Office Answer Time [730.510(b)(1)]	33.00	29.00	31.00	31.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	33.00	29.00	31.00	31.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.00%	96.39%	95.83%	96.07%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.99	1.02	0.95	0.99
H. Percent Repeat Trouble Reports [730.545(c)]	2.33%	3.33%	1.20%	2.29%
I. Percent of Installation Trouble Reports [730.545(f)]	4.65%	4.44%	3.61%	4.23%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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